

## Greyhound Lines, Inc.

Approver: LJE

### New Requests:

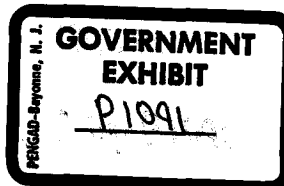
1. Customer definition to be expanded in 2 ways with standard options:  
--Customer parent Laidlaw (Canada) and its majority owned subs.  
--to minority owned shown on Exhibit. Customer has not submitted actual entities, so at this point Exhibit will be blank. Each entity must be approved by Tier 1.
2. OLSA Warranties: Change Programs will "substantially" operate as described to "materially".
4. OLSA Indemnification: Add the word "fully" before the word indemnify and add, "hold harmless, pay all fines, penalties, etc...".
5. Add technical support policies (current) as attachment—they will be clearly marked "subject to change at any time".
6. Add support language stating that prepaid level of support will not be materially lowered during that year.
7. OLSA term for three years to coincide with price hold.
8. Add support cap of 5% for years 4 & 5 in addition to 3 year flatline approved below for HR which will coincide with our below promise to support HR for 5 years.
9. Add 5% cap for 4 renewals for Financials currently owned which will coincide with our below promise below to support Financials for 5 years.

Justification: Rob Orr has reviewed all legal requests and is fine with them. Apparently "materially" has a legal connotation that customer prefers. Laidlaw would like to be included in agreement, and Greyhound will submit minority owned entities for Tier 1 approval. Customer wants current support policies attached for easy reference but understands they are subject to change. In addition they want protection of not lowering support levels during the prepaid year. OLSA term for 3 years will avoid further negotiations each time customer places order under price hold. Adding the 5% cap for HR and Financials will complete a 5 year period which coincides with our 5 year promise.

### Previous Request:

1. **Modify the previously approved language which agrees to support HR and Financials for 5 years. Original language created and agreed to by Elissa Huff (legal) NASINFO, OSSINFO, MAGAPPS and Development including Ron Wohl.**
  - A. **Strike:** Notwithstanding anything to the contrary in Oracle's Technical Support Policies Customer has concern over this statement even though it is in their favor in case of conflict with our support policies. Elissa Huff is ok with removing since it will be in Oracle's favor.
  - B. **Split the commitment between the HR apps and the Financial apps (installed for 5 years) into the Order Form for the HR apps and an Amendment to the old Financials Order form for the Financials.** The customer views this as two separate projects and they consider this commitment a critical issue to them continuing to use the Oracle apps suite. They have had to upgrade the Oracle apps twice since they first bought them and they resent having to do so. This last upgrade will cost them \$900,000 – at a time when they believe they still haven't received the payback from the investment. They want to see the Financials amendment first as a gesture of good faith by Oracle before they agree to the HR portion.

**Strike:** (Notwithstanding anything to the contrary in Oracle's Technical Support Policies,) Oracle agrees that it will continue to provide technical support for (11i HRMS or Financials) for a period of 5 years from the date that the agreement is signed; provided, however that Customer agrees to apply all maintenance releases for (11i HRMS or Financials) which are issued by Oracle during that 5-year period, including all statutory maintenance releases and all maintenance releases that are pre-requisites for those statutory maintenance releases. In addition customer may be



required to upgrade to new versions of underlying Oracle Technology products, e.g. Oracle 9i, and 9iAS, during this 5-year period.

2. Extend the 70% discount approval through the end of Q3.
3. Extend 3 year flatline (2 renewals) through the end of Q3.

**Deal Summary:**

Deal Summary	
Product Mix:	HR, Payroll, Advanced Benefits, Self Service, Training and Administration, HR BI, Database EE, and 9IAS
License Discount	70%
Support Discount	70%
Support Options/Holds	Hold support flat for years 2 and 3.
Price Holds	
List License	\$3,945,000
List Support	\$867,900
Net License	\$1,183,500
Net Support	\$260,370
Net Price	<b>\$1,443,870</b>
Price List Used	e-business Global Price list

**Previously Approved:**

1. Max 70% discount on HR deal for Greyhound Lines – Net L&S = \$1,744,611. Deal is being drafted @ 63%.
2. Language changes below have been approved by OSSINFO, and Development.
3. Support flatline for 3 years.

Discount Justification: Customer is looking to buy HR modules to match their existing Financials implementation. We are more expensive than Lawson and this discounting brings us closer to parity while allowing that Oracle should be more expensive in light of our integrated suite versus the cost to build interfaces.

**Recommendation:** (leave blank)

**Submitted By:** Richard Bedford 972-868-3475, cell 214-616-3448

R: (leave blank)  
C: (leave blank)  
L: (leave blank)  
A: (leave blank)  
BP: (leave blank)